

CLASSIFICATION: STATE PARKS PATROL PERSON

Class Code: 8412-11

Date Established: 09-27-93

Occupational Code: 3-3-9

Date of Last Revision: 08-13-13

BASIC PURPOSE: To manage parking meter program, perform general security work, conduct patrol and inspection activities, and act as host to park patrons within a state park complex for the purpose of maintaining law and order and ensuring visitors a pleasurable park experience.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Collects and counts money from parking meters, issuing parking fine notices as necessary utilizing hand held electronic devices.
- Patrols a state park complex, maintaining compliance with parks rules, and ensuring the protection of visitors and state assets.
- Answers inquiries from the public, including providing directions to visitors, interpreting park rules, and helping to locate lost children.
- Provides maintenance services to automated parking pay stations and assists with the installation, removal and storage of parking meters.
- Makes minor repairs on malfunctioning parking meters and automated parking pay stations as required.
- Prepares written reports resulting from inspections and investigations for presentation to a superior.
- Responds to and assists at accident scenes and emergencies, utilizing approved first aid measures within scope of training.
- Assists other law enforcement personnel engaged in general police activities.

DISTINGUISHING FACTORS:

Skill: Requires skill in applying instructions to accomplish different job functions OR in operating machines for a variety of different purposes.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to agency objectives by ensuring the accuracy of support activities within one or more organizational units. Errors at this level affect the work of others or have measurable monetary consequences, and require verification and correction in order to complete succeeding work operations.

Supervision: Requires no supervision of employees or functions.

Working Conditions: Requires performing regular job functions in an environment which includes exposure to continuous physical elements or a number of disagreeable working conditions with frequent exposure to minor injuries or health hazards.

Physical Demands: Requires medium work, including continuous strenuous activities such as frequent reaching, bending, or lifting as well as performing work activities which require fine manual dexterity or coordination in operating machines or equipment.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

Independent Action: Requires making a limited number of choices in selecting among alternative courses of action under supervisory guidance and in performing job functions according to a variety of prescribed policies or procedures.

MINIMUM QUALIFICATIONS:

Education: Graduation from high school, or G.E.D. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: One year of experience in maintenance, customer service, security, public safety, emergency response or a related field. Each additional year of approved work experience may be substituted for one year of required formal education.

LICENSE/CERTIFICATION: Must possess a valid New Hampshire driver's license.

SPECIAL REQUIREMENTS:

1. Must have the ability to communicate with the public in a courteous, diplomatic, and professional manner.
2. Must be able to work weekends and holidays.
3. Must be able to do medium to heavy work, including continuous physical exertion such as frequent bending, lifting, crawling, or climbing. Must be able to lift or move objects up to 100 pounds such as picnic tables or tree limbs as needed.
4. Must be able to operate machines or equipment in all types of weather conditions.
5. Must be able to work outdoors with exposure to adverse or disagreeable weather conditions as required.
6. Must be willing to attend training on proper safety handling and protocols in preparation for possible exposure to cleaning agents and blood borne pathogens.

RECOMMENDED WORK TRAITS: Some knowledge of law enforcement practices and procedures. Knowledge of public relations practices and principles. Skill in performing minor mechanical repairs and maintenance tasks. Ability to perform physically demanding maintenance work as necessary. Ability to understand and use electronic equipment. Ability to deal appropriately with law breakers and offenders of the rules established for the control of crowds at state property. Ability to work with people and secure their cooperation without using an adversarial relationship. Ability to use judgment when controlling an individual or group at a state park complex. Ability to prepare written reports on investigations of park incidents. Ability to establish and maintain harmonious work relationships with other employees, other law enforcement agencies and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.